**RMS Login Problems** (updated last on 31 January 2020)

**Having problems logging in to RMS?**

Please write down what program/activity/case number/comments you were working on at the exact time of the sample listed above. This ensures the accuracy of what you’ll key in once the issue has been resolved. Remember RMS samples expire in 24 hours and RMTS samples expire in 48 hours.

If you cannot remember your WIEXT ID:

1. Click on <https://accounts.dwd.wisconsin.gov/>, select the ‘Get Help” and “Click here to recover your Logon” follow instructions provided.
2. If you receive an ‘error’ when you enter your email address, please contact the RMS or RMTS administrator at the following emails:
3. RMTS: [DCFRMTS@wisconsin.gov](mailto:DCFRMTS@wisconsin.gov)
4. RMS: [DCFRMS@wisconsin.gov](mailto:DCFRMS@Wisconsin.gov)

If you forgot your password:

1. Click on <https://accounts.dwd.wisconsin.gov>, select the “Get Help” and “Click here to recover your Logon” and follow instructions provided.
2. If you receive an ‘error’ when you enter your email address, call the DCF Service Desk directly at 855-264-6323 so they can reset your password in the WIEXT ID site.
3. **Once they have reset your password, go to** <https://accounts.dwd.wisconsin.gov> **and “Log In” and verify your email address and employee information are correct. Often the reason you are unable to reset the password yourself is that the email in the DWD site is not accurate or you have more than one WIEXT ID with the same email address.**
4. Now you should be able to update the sample in RMS directly. Go back to the RMS notification email, click on the RMS link, log in, and enter your response.

If you tried to login and received an error stating ‘the RMS ID or password information entered is incorrect:

1. Please try to login again. Note, make sure that your caps lock is not on AND remember that your ID and password are case sensitive.
2. If you reentered your login ID and password and again received the exact same error, ‘**the RMS or password information entered is incorrect**,’ close out of RMS entirely and complete the “forgot your password” steps above. **Be sure to update the DWD WIEXT ID profile at this link:** <https://accounts.dwd.wisconsin.gov>
3. If this was not the error you received, please contact the RMS or RMTS administrator at the following emails:
4. RMTS: [DCFRMTS@wisconsin.gov](mailto:DCFRMTS@wisconsin.gov)
5. RMS: [DCFRMS@wisconsin.gov](mailto:DCFRMS@Wisconsin.gov)
6. Go back to the RMS notification email, click on the RMS link, log in, and enter your response.

If you received any other errors please contact the RMS or RMTS Administrators at:

1. RMTS: [DCFRMTS@wisconsin.gov](mailto:DCFRMTS@wisconsin.gov)
2. RMS: [DCFRMS@wisconsin.gov](mailto:DCFRMS@Wisconsin.gov)

Please include the details of the error that you are receiving in your email. **Screenshots of the error are extremely helpful and time saving.**